

A. Information About the Suggester:

[REDACTED], GS-13, Operations Officer, EE, DD/P

25X1A9a

B. Summary of the Suggestion:

The suggester proposes that two coffee lines be established in "K" Building cafeteria during the morning coffee hours (0830 to 1000), one of which would be reserved exclusively for persons who want only one cup.

C. Former Method:

It is contended that too many high-salaried employees were being forced to wait in line an unreasonable length of time for a single cup of coffee while lower-salaried personnel ordered as many as ten cups. At an average hourly rate of \$3.00, every 1.5 minutes a professional employee was forced to wait in line cost the Government \$0.75.

D. Evaluation:

On 3 November 1953, the Chief, General Services, advised the Committee:

"1. At the present time three (3) coffee lines are open in the morning for the following purposes:

a. Line No. 1 (extreme east side of cafeteria) is established to serve individuals desiring one cup of coffee to drink in the cafeteria.

b. Line No. 2 is a self-service line for those who wish to drink in the cafeteria and for carry-outs.

c. Line No. 3 is for carry-out service only.

"2. Arrangements have been made with the Cafeteria Managers to have signs installed at or adjacent to these various serving lines indicating types of services.

"3. It is the opinion of this office that if Agency personnel adhere to these signs, the results will be favorable."

E. Present Method:

The Office of General Services has advised the Committee that the above mentioned signs have been installed, and that as a result there has been a great improvement in service.

F. Recommendation:

It is recommended that the Committee consider an award to the suggester, the amount to be based on the Scale of Awards for suggestions with unusual benefits.